

E-01345A-16-0036

E-01345A-16-0123

ORIGINAL



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**Arizona Corporation Commis
Utilities Complaint Form**

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 7/20/2017

Opinion Number: 2017 - 142867

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/20/2017 11:19 AM

First Name: Kimberly

Last Name: O'Neill

Account Name: Kimberly O'Neill

Address:

City:

State:

Zip Code:

Home: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

From: Kimberly O'Neill <<< REDACTED >>>]

Sent: Tuesday, July 18, 2017 9:29 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>; Broadcast Services <broadcastservices@azcc.gov>; Tobin-Web <Tobin-Web@azcc.gov>; Little-Web <Little-Web@azcc.gov>; Forese-Web <forese-web@azcc.gov>

Cc: <<< REDACTED >>>

Subject: APS Monopoly - Frustration in the GAUGING of fees.

To whom this may concern: And based the continual added charges to my bill, I am expressing my dismay with how you elected people don't stand with the people.

I have attached my most recent bill from APS and have highlighted these items in question in PINK. Before I even use any electricity, I am being charged \$126.43 in fees. Can you please explain this. I am a single parent on an income of \$56,000 per year. Just because I live in Scottsdale doesn't mean I should be charged these ridiculous fees.

Look at this bill! \$685 because there was an error because the meter failed. However, the chip inside the meter didn't fail (so they say) and this bill is outrageous! Especially for a 1.900 s.f. home. Absurd, Absurd, Absurd!!!

How do you people allow a monopoly like this? No wonder why people die due to heat. They can't afford their electricity because you people keep jacking up the rates and adding fees. Phone companies and internet companies at least give an option

I want to know why before I even use my electricity I have \$126 in fees upfront.

Arizona Corporation Commission

DOCKETED

Opinion 142867 - Page 1 of 2

JUL 24 2017

DOCKETED BY

GB

E-01345A-16-0123

Arizona Corporation Commission Utilities Complaint Form

I expect to hear back from someone and quickly!

Sincerely,

A very unhappy APS user!

Kimberly O'Neill

<<< REDACTED >>>

<<< REDACTED >>>

Date:

7/20/2017

Analyst:

Trish Meeter

Investigation

Submitted By:

Telephone

Type:

Investigation

complaint opened to address billing issues.
